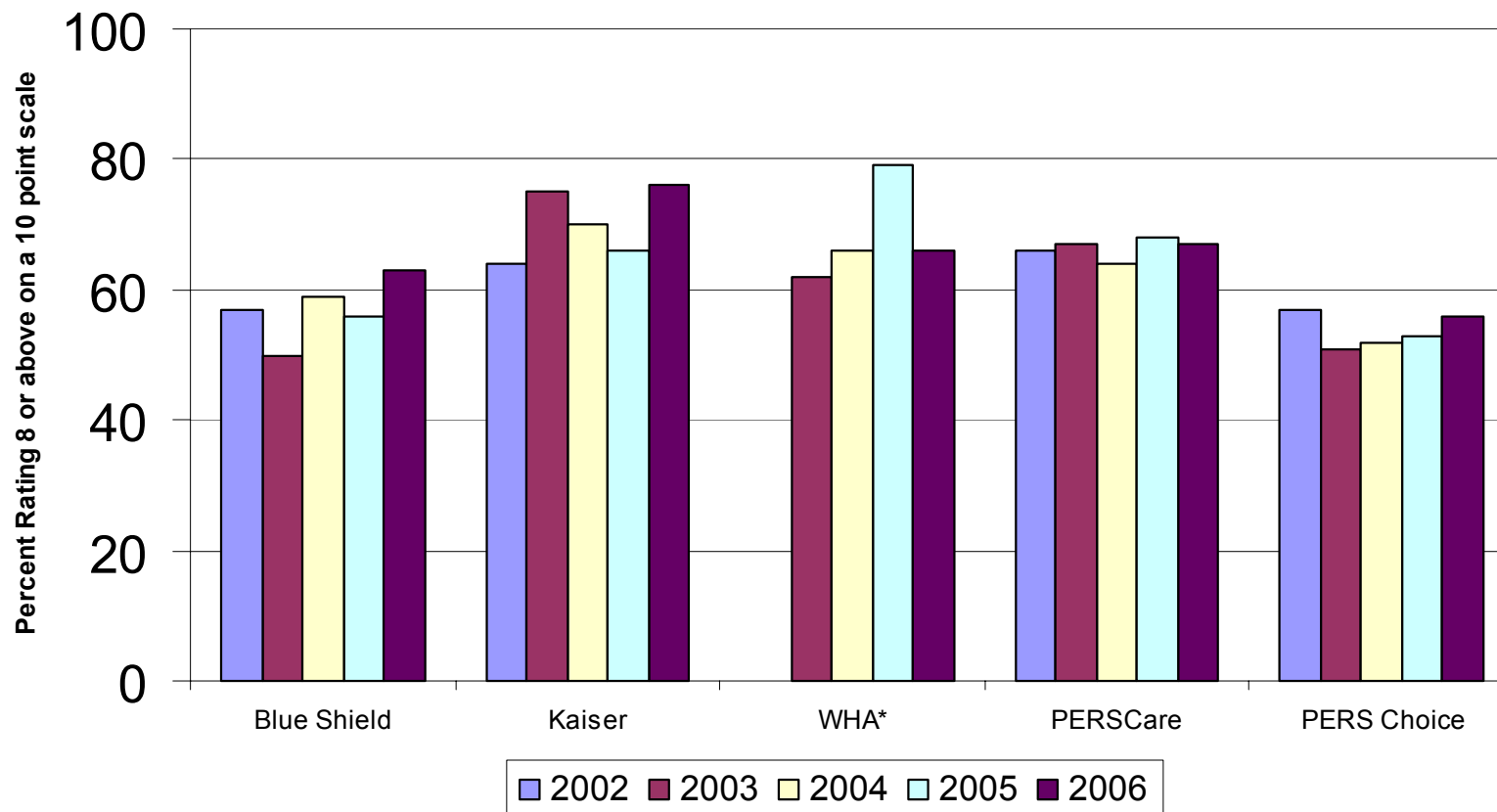
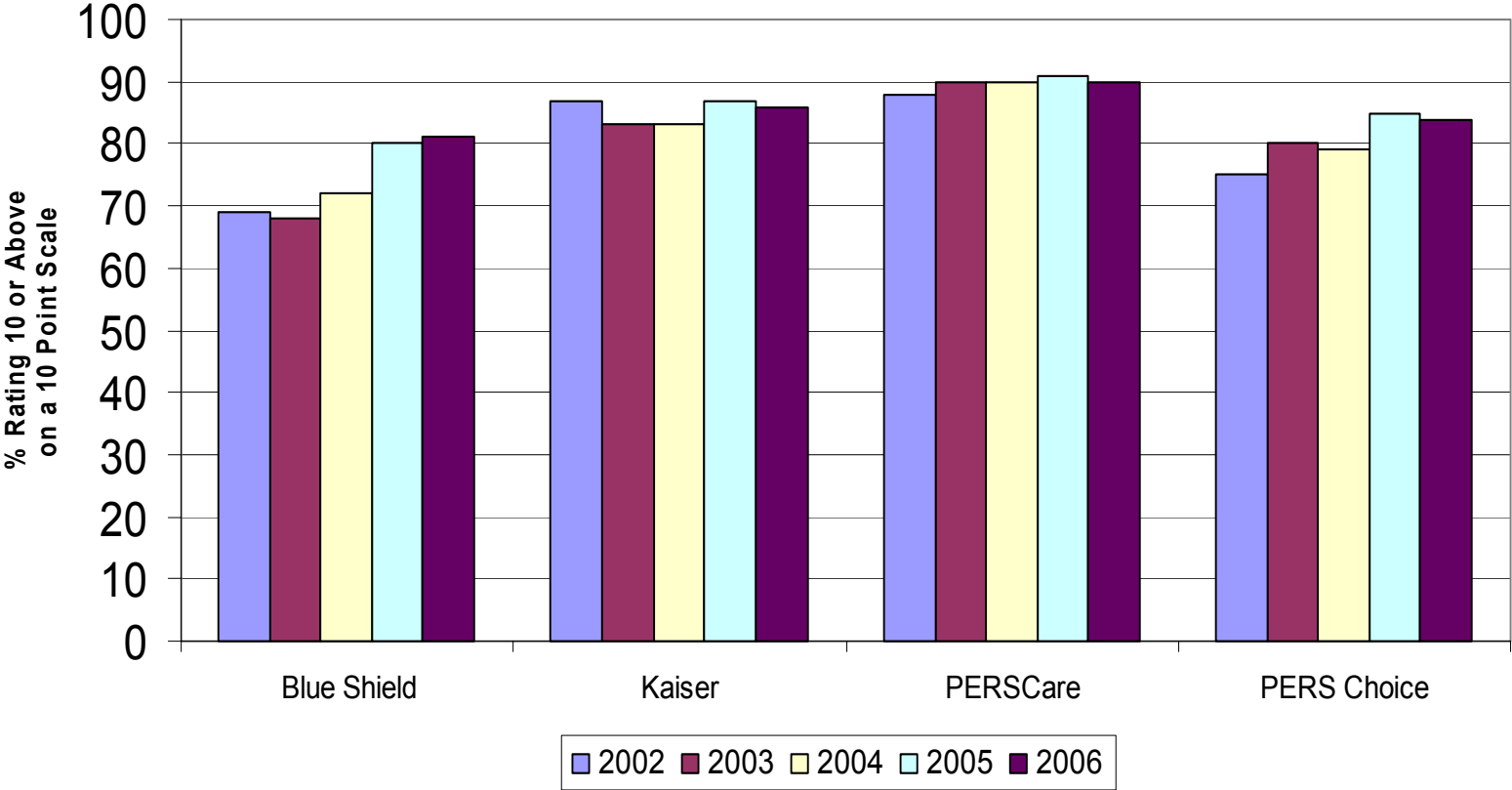


Overall Member Health Plan Satisfaction (Basic Plan)



* WHA data prior to 2003 is unavailable because CalPERS began contracting with WHA in 2003.

Overall Member Health Plan Satisfaction (Medicare Plans)



Note: WHA Medicare data is not collected because the population is too small to provide statistically valid results.